

Easterling, Deborah

230307

From: Easterling, Deborah  
Sent: Thursday, June 09, 2011 11:16 AM  
To: 'snorris2@sc.rr.com'  
Subject: RE: Protestant, 2011-47-WS

Dear Ms. Norris,

This is to acknowledge receipt of your email to Ms. Boyd. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

RECEIVED  
JUN 10 2011  
PSC SC  
MAIL/DMS

-----Original Message-----

From: snorris2@sc.rr.com [mailto:snorris2@sc.rr.com]  
Sent: Thursday, June 09, 2011 11:06 AM  
To: Contact  
Subject: Protestant, 2011-47-WS

Hello Ms. Boyd,

I am writing to you in reference to "Protestant, 2011-47-WS" regarding a possible rate increase for the water service provided to my neighborhood by Carolina Water Service. To be honest with you, I cannot believe they are asking for an increase. The water they provide to my family is terrible! There are many times when the water coming into our sinks and bathtubs is an iced tea brown color. When that is not the case, it typically smells like bleach, which I do not feel is healthy for my family. My toilets, tubs, sinks, dishwasher and washing machine have brown stains from the water, and it is not because they are not cleaned regularly. I often get sinus infections and frequently have to irrigate them using

water and a salt/baking soda mixture. Because of our poor water quality, I have to boil the water and let it cool before I am able to use it for irrigation. I have lived in 5 other houses and have never had to do this before. I appreciate the time you have taken to read my letter and hope that you will not support a rate increase for my water service since it is so poor.

Sincerely,

Cindy Norris

316 Forty Love Point Dr.

Chapin, SC 29036

803-315-4981